

**Amendments to the Claims:**

This listing of claims will replace all prior versions and listings of claims in the application:

**Listing of Claims:**

1-20 (cancelled)

21. (New) An electronic training delivery system for training members of an organization, comprising:

    a processor; and

    a computer-readable medium encoding instructions for:

        planning course delivery,

        capturing and storing user data in order to forecast demand,

        forecasting demand for each course using the captured user data ,

        creating a schedule for each course based on the forecasted demand,

        delivering courses, and

        collecting data during course delivery and preparation of delivery.

22. (New) The electronic training delivery system according to claim 21, further comprising

    an interface for receiving user instructions to perform at least one of:

        monitoring data collected during course delivery,

        updating the electronic training delivery system,

        generating performance reports,

        archiving course content,

receiving requests for training,  
creating training proposals,  
creating cost forecasts,  
managing facilities and/or equipment used in courses,  
defining instructor certification criteria,  
monitoring instructor quality,  
determining whether course materials can be delivered to  
another locale, or  
providing information to communicate with the relevant  
target audience.

23. (New) The electronic training delivery system according to claim 21, wherein  
planning course delivery comprises

receiving information from product developers and/or subject matter  
experts during course development,  
prioritizing delivery of courses to the organization,  
scheduling delivery of courses, either proactively or reactively, and  
managing over-utilization or under-utilization of courses, including  
cancelling, rescheduling, and/or adding courses.

24. (New) The electronic training delivery system according to claim 21, wherein  
delivering courses comprises at least one of:

delivering a course to evaluate the effectiveness of its content and/or  
presentation methods,  
training instructors to deliver course content,  
ordering, reproducing, and/or delivering course materials,  
preparing the course location for course delivery,  
delivering course instruction,

collecting student rosters and/or assessments, or  
distributing student certificates.

25. (New) The electronic training delivery system according to claim 21, wherein  
delivering courses is followed by

storing student assessments,  
suggesting facility and/or equipment improvements, and  
reviewing the quality of instruction.

26. (New) The electronic training delivery system according to claim 21, further  
including means for delivering courses comprising one of:

virtual instructor led training,  
self-paced training delivered via computer, or  
some combination thereof.

27. (New) The electronic training delivery system according to claim 23, wherein  
scheduling delivery of courses utilizes a tool which

manages information that includes instructor names, instructor skills,  
course location, course delivery method, estimated expenses for  
the course, or materials and equipment used, and  
assists in creating non-conflicting course sessions.

28. (New) The electronic training delivery system according to claim 24, wherein  
training instructors to deliver course content comprises

certification of knowledge of the subject matter of the course,  
certification of presentation skills, and  
certification of effective use of delivery mechanisms.

29. (New) The electronic training delivery system according to claim 21, wherein the  
delivery system is implemented by at least one of:

outsourcing training to an independent entity that is acting according to a service level agreement, or

one of the units of the organization which meets performance metrics, allocates costs of the training, and bills other units for the training.

30. (New) The electronic training delivery system according to claim 21, wherein the user data stored in order to forecast demand is selected from the group of

course content,

course media type,

student demand,

instructors,

facilities,

equipment use, and

any combination thereof.

31. (New) A computer-implemented method for training members of an organization, comprising

planning course delivery,

capturing and storing user data in order to forecast demand,

forecasting demand for each course using the captured user data,

creating a schedule for each course based on the forecasted demand,

delivering courses, and

collecting data during course delivery and preparation of delivery.

32. (New) The computer-implemented method according to claim 31, further comprising at least one of:

monitoring data collected during course delivery,

generating performance reports,

archiving course content,  
receiving requests for training,  
creating training proposals,  
creating cost forecasts,  
managing facilities and/or equipment used in courses,  
defining instructor certification criteria,  
monitoring instructor quality,  
determining whether course materials can be delivered to another locale,  
or  
providing information to communicate with the relevant target audience.

33. (New) The computer-implemented method according to claim 31, wherein planning course delivery comprises

receiving information from product developers and/or subject matter experts during course development,  
prioritizing delivery of courses to the organization,  
scheduling delivery of courses, either proactively or reactively, and  
managing over-utilization or under-utilization of courses, including cancelling, rescheduling, and/or adding courses.

34. (New) The computer-implemented method according to claim 31, wherein delivering courses comprises at least one of:

delivering a course to evaluate the effectiveness of the course content and/or presentation methods,  
training instructors to deliver course content,  
ordering, reproducing, and/or delivering course materials,  
preparing the course location for course delivery,

delivering course instruction,  
collecting student rosters and/or assessments, or  
distributing student certificates.

35. (New) The computer-implemented method according to claim 31, wherein  
delivering courses is followed by

storing student assessments,  
suggesting facility and/or equipment improvements, and  
reviewing the quality of instruction.

36. (New) The computer-implemented method according to claim 31 wherein  
delivering courses includes:

live instructor led training,  
virtual instructor led training,  
self-paced training delivered via computer, or  
some combination thereof.

37. (New) The computer-implemented method according to claim 33, wherein  
scheduling delivery of courses includes

managing information that includes instructor names, instructor skills,  
course location, course delivery method, estimated expenses for  
the course, or materials and equipment used, and  
creating non-conflicting course sessions.

38. (New) The computer-implemented method according to claim 34, wherein training  
instructors to deliver course content comprises  
certification of knowledge of the subject matter of the course,  
certification of presentation skills, and  
certification of effective use of delivery mechanisms.

39. (New) The computer-implemented method according to claim 31, wherein the method is implemented by at least one of:

- outsourcing training to an independent entity that is acting according to a service level agreement, or
- managing training internally by one of the units of the organization which meets performance metrics, allocates costs of the training, and bills other units for the training.

40. (New) The computer-implemented method according to claim 31, wherein the user data stored in order to forecast demand is selected from the group of:

- course content,
- course media type,
- student demand,
- instructors,
- facilities,
- equipment use, and
- any combination thereof.